

WEBINAR SERIES:

Critical Thinking and Problem Solving

12 December 2024, Thursday

9.00am – 5.00pm

Speakers: MR MIKE JAMES MUSTAFA
MR WILLIAM TEO

Virtual

Course code: SS121224W1

Closing date: 10 December 2024



**8 CPD
HOURS**

Course overview

The ability to think critically about a matter—to analyse a question, situation, or problem down to its most basic parts—is what helps us evaluate the accuracy and truthfulness of statements, claims, and information we read and hear. It is the sharp knife that, when honed, separates fact from fiction, honesty from lies, and the accurate from the misleading. For example, we use critical thinking every day as we consider the latest consumer products and why one particular product is the best among its peers.

Course Objective

1. Understand the importance of problem solving and in relation to complex environments
2. Learn and apply power questioning and team conversation techniques to identify and recognise problems
3. Apply an action learning approach to problem solving

About The Trainers :

MIKE JAMES MUSTAFA

Dr. Michael Mustafa received a Masters of Science in Management Psychology and a Phd in Applied Psychology at the University of Nottingham. Prior to joining academia, Dr. Michael served as Major in the Royal Australian Army and is a graduate of the Royal Military College- Duntroon.

His research interests include HRD in family firms and employee entrepreneurialism in emerging economy firms. He has extensive experience in providing training and workshops on creativity, and creative problem solving. In 2024, Mike became an accredited Action Learning Coach with WIAL

WILLIAM TEO

William is the Country Head for WIAL Malaysia, a Master Trainer at the Malaysian Insurance Institute and LIMRA, USA, and a Senior Action Learning Coach (SALC) with the World Institute for Action Learning. Prior to this, he was in sales and spent 25 years as a District Manager at one of Malaysia's top life insurance companies, leading a team of financial advisors. With four decades of experience in Financial Services Business, Organisation Development, and Work Psychology, William brings significant value as a facilitator, leadership coach, and mentor.

His clientele includes high level strategic management from key companies across 10 countries. William's qualifications include a Masters in Financial Planning, MSc in Management Psychology, and a British Psychological Society (BPS) Occupational Testing qualification. He currently serves as an associate lecturer for the MSc Program and as an Industrial Advisory Board Member for the Division of Organisational and Applied Psychology at the University of Nottingham Malaysia. With a passion for leadership, William is currently pursuing a PhD in Crisis Leadership, focusing on the critical enablers of effective leadership in crisis situations.

Course Content

1. Complex problem solving in the real world
 - Mindsets in a RUPT World (Rapid-Unpredictable-Paradoxical-Tangled)
2. Problem Solving Skills and Techniques
 - Applying power questioning techniques
 - Introducing the concept of team conversations for problem solving
3. Problem Solving via Action Learning
 - Understand about action learning
 - Apply the action learning technique to problem solving

Who Should Attend

All employees of the companies and Those who are interested to learn on the topic.

WEBINAR FEE

Category	Normal Fee per person (RM)	Group Fee per person (RM)* (For 3 or more registrations from the same organization)
MAICSA Member/ Affiliate/Graduate/Student	648	618
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Retired MAICSA member	324	324
MAICSA Member's staff***	798	798

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Attention: Ms Noor Shafika

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Upon successfully registration, you are deemed to have read and accepted the terms and conditions.

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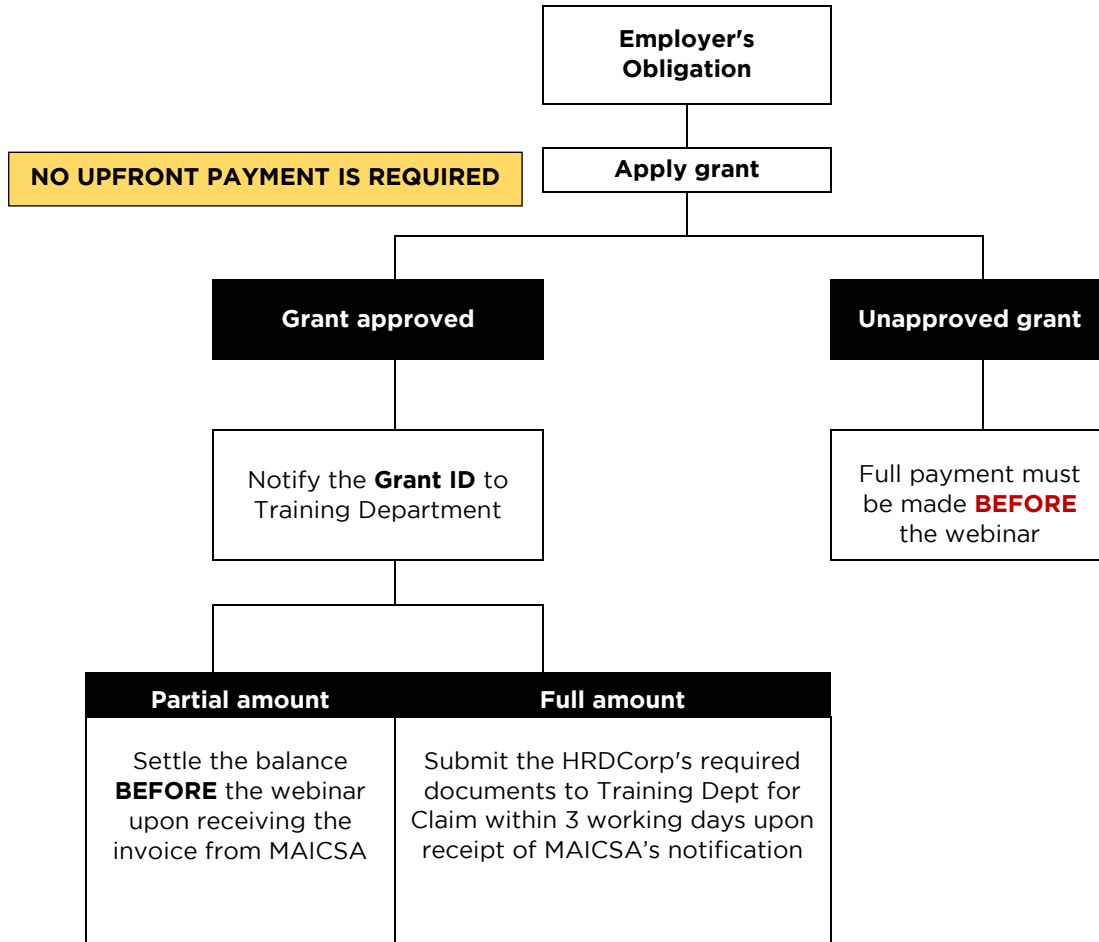
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- **Participants may log-in at 8.45am**

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